

ADMINISTRATION

SECTION	SUBJECT
1	ORGANIZATION OF THE TRICARE MANAGEMENT ACTIVITY (TMA)
2	CONTRACT ADMINISTRATION AND INSTRUCTIONS TO CONTRACTORS
1.0.	General
2.0.	Operations Manual And The Automated Data Processing And Reporting Manual
3.0.	Policy Manual
4.0.	Letters
5.0.	Implementation Of Instructions
6.0.	Communications With TMA
3	TRICARE PROCESSING STANDARDS
1.0.	General
2.0.	Timeliness And Quality Standards Of Performance
3.0.	Fiscal Controls
4.0.	Management
5.0.	Beneficiary And Provider Services
6.0.	Appeals
7.0.	Grievances
8.0.	Authorization Requests
9.0.	Potential Duplicate Claim Resolution
4	MANAGEMENT
1.0.	General
2.0.	System Additions Or Enhancements
3.0.	Management Controls
4.0.	Quality Control
5.0.	Staff Training Program
6.0.	Internal Audits And Management Control Programs
5	COMPLIANCE WITH FEDERAL STATUTES
1.0.	General
2.0.	Freedom Of Information Act
3.0.	The Alcohol, Drug Abuse And Mental Health Administration Reorganization Act, (ADAMHA)
4.0.	Privacy Act
5.0.	Title VI Of The Civil Rights Act Of 1964
6.0.	Section 504 Of The Rehabilitation Act Of 1973
7.0.	<i>Health Insurance Portability And Accountability Act And DoD Privacy Regulation</i>

SECTION	SUBJECT
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6	LEGAL MATTERS
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| | 1.0. Litigation |
| | 2.0. Subpoenas |
| | 3.0. Assignments Of Providers' Rights To Payment |
| | 4.0. Bankruptcy |

7	FISCAL CONTROLS AND PAYMENT MECHANISM
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8	TRANSITIONS
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| | 1.0. General |
| | 2.0. Start-Up Requirements |
| | 3.0. Health Insurance Portability And Accountability Act (HIPAA) |
| | 4.0. Claims Processing System And Operations |
| | 5.0. Phase-Out |
| | 6.0. Benchmark Testing |
| | 7.0. <i>Discontinuance Of MCS Contractor Retail Pharmacy Program</i> |

ADDENDUM A - FIGURES

Figure 1-A-1 - Record Of Freedom Of Information (FOI) Processing Cost,
DD Form 2086